



The
Ursuline
Preparatory School Ilford

**COMPLAINTS PROCEDURE POLICY FOR
PARENTS
(Including EYFS)**

(June 2017)

To live and learn in harmony,
Caring for each other;
Treating everybody as a sister and a brother;
Reflecting Christ's actions and His message too,
By striving for excellence in all that we do

The Ursuline Prep School Ilford has long prided itself on the quality of teaching and pastoral care provided to its pupils. However, if parents do have a complaint, it will be dealt with by the school in accordance with this procedure, which is available on request to the parents of pupils and prospective pupils at the school.

The policy provides for a written record to be kept of all complaints that are made-

- (i) Whether they are resolved following a formal procedure, or a proceed to a panel hearing; and
- (ii) Action taken by the school as a result of those complaints (regardless of whether they are upheld).

Stage 1: Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint, they should contact their son/daughter's class teacher. In many cases, the matter will be resolved straight away by this means to the parent's satisfaction. If the class teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Key stage 1 and 2 phase leaders and/or the head of the Early Years before the head as appropriate.
- Complaints made directly to the head of Early Years, or head where appropriate will usually be referred to the relevant teacher unless the 'line manager' concerned deems it appropriate to deal with the matter personally. In this event the 'line manager' will attempt to resolve the matter in five days or as soon as is practicable.
- The relevant teacher will make a written record of all complaints and concerns and the date on which they were received. Should a matter not be resolved within five days, or in the event that the relevant teacher and the parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2: Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents will be asked to put their complaint in writing to the head, who will decide after considering the complaint, the appropriate action to take.
- In most cases, the head will speak to the parents concerned within forty-eight hours of receiving the complaint, to discuss the matter. If possible a resolution will be reached at this stage.

- It may be necessary for the head to carry out further investigations. These will be completed in seven days or as soon as is practicable.
- The head will keep written records of all meetings and interviews held in relation to the complaint.
- Once the head is satisfied, so far as is practicable, that all of the relevant facts have been established, a decision will be made and the parents will be informed of this decision in writing. The head will give reasons for the decision. The written decision will be issued within fourteen days of receiving the complaint. If for any reason this is not possible, the head will write to the parents within the fourteen day period referred to above, stating the reason or reasons why he is unable to issue his decision and informing the parents when he will do so, which will be within twenty-eight days of receipt of the complaint in any event. If parents are not satisfied with the decision, they may take to opportunity to proceed to Stage 3 of this procedure.

Stage 3: Panel Hearing

- Upon receipt of the written decision, if parents seek to involve Stage 3 of this procedure, they are to write to the head informing him of their decision to do so within 28 days, whereupon the matter will be referred to a hearing before a panel appointed by or on behalf of the Chairman of Governors.
- The panel will consist of at least three persons who were not directly involved in the matters detailed in the complaint. One of these shall be independent of the management and running of the school.
- The complaint will be acknowledged on behalf of the panel and a hearing scheduled to take place as soon as practicable and normally within fourteen days.
- In the convenor of the panel and/or the panel members deem it necessary, they may require (in writing) that further particulars of the complaint or any other related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than five days before the hearing. Any such further particulars received within five days before the hearing shall be disregarded and inadmissible to the panel because it may not be possible to provide copies to all parties within that timescale.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the panel will resolve the parent's complaint at the hearing without the need for further investigation. However should the panel decide at the hearing that further investigation is required, the panel shall decide how such investigations should be carried out and by when they should be concluded. The panel will reconvene and, after due consideration of all facts they consider relevant, will reach a decision and may make recommendations. This procedure will be completed within fourteen days of the first hearing wherever possible but within twenty-eight days in any event unless otherwise agreed with the parents. The panel will write to the parents informing them of its decision together with the reasons. The decision of the panel will be final.

- The panel's findings and, if any, recommendations will be sent in writing to the head, Chairman of Governors and, where the complaint relates to an individual, to that individual.
- Provision will be made for a written record to be kept of all complaints, and of whether they were resolved at the preliminary stage or proceeded to a panel hearing.
- Parents can be assured that all complaints and concerns will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by part 7, regulation 25(k) of the Independent Schools Standards Regulations (The Education (Independent School Standards) (England) Regulations 2010, as amended in January 2013); by the Secretary of State for Children, Schools and Families; or where disclosure is required in the course of the school's inspection or where any other legal obligation prevails.

Early Years Foundation Stage (EYFS)

Parents may make a complaint to online to Department For Education (DFE) (https://form.education.gov.uk/fillform.php?self=1&form_id=cCCNJ1xSfBE&type=form&ShowMsg=1&form_name=Contact+the+Department+for+Education&noRegister=false&ret=%2Fmodule%2Fservices&noLoginPrompt=1) and or the Independent Schools' Inspectorate (ISI, CAP House, 9-12 Long Lane, London, EC1A 9HA) in respect of a school's EYFS provision should they wish to do so. A record of any complaint in respect of the EYFS will be kept for at least three years.

Complaints Involving a Teacher

In the event that a complaint involves or relates to a teacher, then the teacher will be kept fully informed in writing of the procedure being adopted in relation to the management of the complaint and supplied with copies of all documentation. In the event of a panel hearing, the teacher will have the right to make representations to the panel.